

Measure effectiveness in meeting the West Campus Library Mission

Operational Unit: Library WEC

Unit Purpose Statement:

Initiative Contact: Karen Blondeau

Strategic Initiative: Learning Assured

Goal Outcome: Implement optimal learning environments for students.

Objective: Learning Outcomes

Objective Description: Develop, align, and review program learning outcomes to assure a cohesive curricular and co-curricular experience that enhances student learning.

Initiative's Relation to the Strategic Plan:

Implement a collection inventory and on-going maintenance program to assure that items in the catalog align with physical and virtual inventory so that students have access to the tools & services they need to meet their academic goals.

Expected Results and the Means of Assessment

Expected Results 95% or greater accuracy of the circulating and virtual collection.

1:

Means of Assessment: Create and conduct a survey with the anticipated goal that 95% or greater of respondents will report that they found appropriate resources & received the quality of help they needed and will use the Library in the future.

Individual Responsible: Karen Blondeau

Expected Completion: 6/30/2009

Stakeholders: Staff and librarians in the West Campus Library (AV, Technical Services, Reference, Library Administration, Computer Lab).

Results: (1) Collection inventory revealed slightly over 1% (961 problem items out of the over 79,000 cataloged materials) were missing. We are still evaluating the missing item report to determine if the missing items need to be replaced or updated with newer versions. Even though this was the first inventory in over 8 years, we found we had over 99% accuracy.

(2) Distributed a 14-question Flashlight survey to 221 FT/PT faculty in April. 26 FT and 2 PT staff responded from all divisions with the exception of the math department for a return of 12.7%. Among the questions, we asked faculty to rate:

“West Campus Library materials as it relates to support of your courses or as it enhances your teaching.” Exceeded expectation = 44% Met expectation = 48% and (1) stated needs improvement.

and

Service in the following areas:

“1st floor Service Desk Staff” Exceeded expectation = 48% Met expectation = 41%

“Computer Access Lab Staff” Exceeded expectation = 47% Met expectation = 37%

Implementation Plan

action: 1. Implement a collection inventory 2. Research, develop and implement a survey 3. Implement internal continuing education program based on ALA Behavioral Guidelines for service

Budget Requirements: No additional financial requirements are expected to complete this work.

Results to Improve: Collection Inventory: We were surprised that the missing item report only revealed 1% error. We are still evaluating the 31-page missing item report to determine if the missing items need to be replaced or updated with newer versions.

Survey: We planned to conduct two surveys; one to administer to faculty and another for students. We had anticipated a fall and a spring distribution for a comparison but it took longer to develop and field test than anticipated. We also had hoped to create and implement a student survey but we decided to defer this activity until 0910.

Continuing Education Program: We recognized that a baseline of service expectation is just the beginning steps toward the Library service goal. We learned that although faculty rated service highly, we would like to continue this initiative.

Changes for Next Year: Collection Inventory: We will continue our clean-up activities & perform smaller inventory assessment (e.g., sections of the collection) at least each semester. The state Library report will be examined (July 2009 publication date) to determine if our work improved our favorable state ranking for age of collection.

Survey: We will enlist suggestions on how to improve the response rate of faculty and we will develop and distribute a student version. We will also review the instrument and results with IR (who partnered with us to create this year's version) to see if the tool was valid.

Continuing Education Program: This year was a baseline for beginning the service initiative. We have significant staff who are part-time so these efforts are ongoing. We want to expand this work to include a consistent "message" of service offerings to faculty and students.